



ACQ-2012-0401-RFP

AMENDMENT 2

July 25, 2012

This is an amendment to ACQ-2012-0401-RFP issued by the Administrative Office of the Courts on July 22, 2012 for Information Services Division's Superior Court Case Management System project and as amended by Amendment 1 on July 6, 2012.

This RFP is amended as follows:

RFP Section 2.4 – BUSINESS REFERENCES (M) is hereby replaced in its entirety with the following:

Vendor must supply references for Vendor organization and any major Subcontractor(s) in the manner described below in Sections 2.4.1 and 2.4.2.

For example, a submitted proposal is comprised of a proposed project team which includes the Vendor, acting as the contracting and project lead, and two (2) Major Subcontractors. Vendor would be required to submit EXHIBIT E from three (3) different references. Each of the major Subcontractors would be required to submit EXHIBIT F from three (3) different references. The composition of this proposed project team would result in the requirement of a total of nine (9) reference forms to be submitted as part of the Vendor's proposal in order to be found responsive to this requirement.

Furthermore, AOC understand there have been long standing partnerships which may result in the Vendor and/or Major Subcontractor(s) submitting the same client as a business reference. Same clients will be accepted; nevertheless, both the Vendor and any Major Subcontractor (s) are strongly encouraged by AOC to submit different clients in EXHIBITS E and F.

RFP Section 2.5 – CLIENT ON-SITE CONFIRMATION FORM (M) is hereby replaced in its entirety with the following:

Due to AOC anticipation of a variance in composition of the proposed Vendor project team ([Section 4.3.1](#)), AOC requires Vendor and/or all Major Subcontractors to forward the Client On-Site Confirmation Form (EXHIBIT H) to clients who currently have an operational implementation of the proposed SC-CMS solution within the continental United States. These

same clients must be included as business references in Vendor response to [Section 2.4.3](#), and either [Section 2.4.1](#) or [2.4.2](#).

Vendor or Major Subcontractor must supply name, address, and telephone number of a minimum of three (3) clients who currently use the proposed Case Management System solution in a general jurisdiction courts implementation within the continental United States. Any Vendor submitting client forms beyond the minimum three (3) may include clients located within North America. EXHIBIT H provides the form that must be completed for this reference.

For clarification regarding compliance to this requirement, the following examples are provided.

- An illustrative example of acceptable client sites would be implementations of Super-CCMMS v 1.1, Super-CCMMS v 2.4, Super-CCMMS v 3.2 where Vendor proposes Super-CCMMS 3.3.
- An illustrative example of un-acceptable client sites would be implementations of Super-CCMMS v 1.1, Super-CCMMS v 2.4, Super-CCMMS v 3.2 where Vendor proposes Ultra i-Court 1.0.

To meet the requirements set forth herein, a client must have the proposed Case Management System implemented and currently in use no later than the proposal due date as provided in [Section 1.8](#).

Vendor proposal must include three (3) separate copies of EXHIBIT H, one for each named client. Of the three clients submitted by Vendor, at least one (1) must be from a statewide general jurisdiction. This must be an implementation of the system proposed for SC-CMS and must have been implemented within the last five (5) years.

The submitted referenced client sites must include, at a minimum, a central administrative organization, a large court operation, and a small court operation that can reasonably all be visited in a two (2) -day period. Each submitted EXHIBIT H must include a brief description of the client, the scope of the implementation, and the locations that may be visited by the evaluation team. This client reference should be of comparable size and complexity to AOC project.

Vendor and Major Subcontractors must grant permission to AOC to independently contact and arrange a two (2) - day visit with the reference at AOC's convenience. Scheduled dates for Client On-Site Visits are available in [Section 1.8](#), with additional information regarding client staff requirements provided in [Section 1.21.2](#).

RFP Section 4.2.1 – Minimum Organizational Requirements (MS) is hereby replaced in its entirety with the following:

AOC is seeking a solution from a Vendor with the organizational resources and track record for implementing a court case management system of the scope and scale of this project. At a minimum, Vendor must meet all of the five organizational requirements listed below. Failure to meet all five organizational requirements will result in a nonresponsive proposal. See [Section 2.5](#) for additional information.

RFP Section 4.2.1.5 – Source Code Escrow (M) is hereby replaced in its entirety with the following:

AOC must have access to application source code in the event Vendor is unable or unwilling to provide necessary updates to programs. This can either be provided by including the source code as part of what is delivered to AOC, or by agreeing to place the source code in escrow.

In response to this section, Vendor must provide a description of how they will provide and fund source code escrow to meet the requirements of this section. In addition, they must describe how they will inform AOC of submission of software to escrow. In the event that Vendor proposes to employ a third-party escrow agent, the escrow agreement as provided in Appendix D in EXHIBIT B must be submitted in response to this section.

RFP Section 5.3 – PROPOSED TECHNOLOGY ARCHITECTURE (MS) is hereby replaced in its entirety with the following:

In twenty (20) pages or less, Vendor must describe the information technology architecture of the proposed SC-CMS solution. At a minimum, the description must explain the application, integration, hardware, network, and security architecture. Vendor must describe how the architecture will enable the superior courts and county clerks to perform their calendaring, scheduling, case management, and record-keeping duties with the same or fewer resources as they do today. (See <http://www.courts.wa.gov/caseload/> for caseload information). In addition, the proposed information technology architecture must describe how the proposed SC-CMS solution will interoperate and leverage the Washington State AOC Information Networking Hub (INH) as described in EXHIBIT I.

RFP Section 5.4.1 – Required Hardware (MS) is hereby replaced in its entirety with the following:

Vendor must provide a detailed inventory of all the hardware required to efficiently and effectively operate the solution as proposed. This inventory should consider the hardware needs ranging from AOC data center to end-user devices in superior courts and county offices.

Vendor proposed solution must, at a minimum, employ the following:

- Application server hardware must employ Fault-Tolerant Production Solutions (two or more redundant servers) with Intel Architecture (Intel(R) Xeon(R) CPU X5660 at 2.80GHz or newer).
- Application server hardware must employ local storage with components that meet or exceed the following:
 - Controller-based Mirror Array w/hot spare, or RAID5 (for OS partitions);
 - Controller-based RAID5 Array for data partitions;
 - HBA: QLogic 8GB – if connecting to AOC current SAN, IBM DS8300; and
 - Redundant 1GB Ethernet.
- Database server hardware must employ Fault-Tolerant Production Solutions (two or more redundant servers) with Intel Architecture (Intel(R) Xeon(R) CPU Xeon E5-2640 2.50GHz – or newer).
- Application server hardware must employ local storage with components that meet or exceed the following:

- Controller-based Mirror Array w/ hot spare, or RAID5 (for OS partitions);
- Controller-based RAID5 Array for data partitions;
- HBA: QLogic 8GB – if connecting to AOC current SAN, IBM DS8300; and
- Redundant 1GB Ethernet.
- Data storage solution must employ a High Performance SAN utilizing iSCSI network-attached SAN storage, to include its own dedicated switches to support the platform, minimum RAID 5.
- Windows 2008 R2 Service Pack 1 or later for x86 server hardware operating systems.
- VMWare vSphere 5 or higher for x86 server hardware virtualization.
- MS SQL Server 2008 R2 or later for x86 server hardware DBMS.

This inventory must, at a minimum, identify:

- Hardware make and model.
- Options and configuration.
- Operating system and hardware interdependent software.
- Quantity that must be installed each fiscal year (July-June).
- Expected useful life.

RFP Section 9.2 - MANDATORY REQUIREMENTS is hereby replaced in its entirety with the following:

In the Administrative Review, the RFP Coordinator will review Vendor responses to determine compliance with the Mandatory (M) requirements specified in [Sections 2, 3, 4, and 8](#). Only responses passing all Mandatory requirements will be further evaluated.

In addition, a risk analysis of Vendor's response to [Section 3](#) shall be completed by AOC to determine Vendor's ability to successfully complete a contractual engagement due to financial, legal, or organizational risks.

EXHIBIT A – DEFINITIONS is hereby replaced in its entirety as attached hereto.

The contents of this RFP and any Amendments/addenda and written answers to questions will be available on the AOC website at: <http://www.courts.wa.gov/procure/>.

ALL OTHER TERMS AND CONDITIONS OF THIS RFP REMAIN IN FULL FORCE AND EFFECT.

STATE OF WASHINGTON
1206 QUINCE ST SE • P.O. Box 41170 • Olympia, WA 98504-1170
360-753-3365 • 360-586-8869 Fax • www.courts.wa.gov